



CIVIL SERVICE COMMISSION

Monday, September 25, 2017

COMMISSIONERS
John Costa - Vice Chair
Ron Le Doux
Don Nelson
Andrae Randolph - Chair
Rick Ward

AGENDA

145 Fulweiler Avenue, Suite 200
Auburn, California 95603

Lori Walsh, Human Resources Director
Paula Hood, Commission Clerk
Main Office: 530.889.4067
www.placer.ca.gov

Placer County is committed to ensuring that persons with disabilities are provided the resources to participate fully in its public meetings. If you are hearing impaired, we have listening devices available. If you require additional disability-related modifications or accommodations, including auxiliary aids or services, please contact the Executive Secretary. If requested, the agenda shall be provided in appropriate alternative formats to persons with disabilities. All requests must be in writing and must be received by the Executive Secretary five business days prior to the scheduled meeting for which you are requesting accommodation. Requests received after such time will be accommodated only if time permits.

MEETING LOCATION:

Placer County Probation Department – Roseville
(the "PREP" room) 10810 Justice Center Drive #170, Roseville, CA 95678
916-543-7400

3:00 PM

OPEN SESSION

Roll Call

Flag Salute

- I. Agenda Approval**
- II. Approval of Minutes from previous meeting – August 14, 2017**
- III. Public Comment:** Persons may address the Commission on items not on this agenda. Please limit comments to 3 minutes per person since the time allocated for Public Comment is 15 minutes. If all comments cannot be heard within the 15-minute time limit, the Public Comment period will be taken up at the end of the regular session. The Commission is not permitted to take any action on items addressed under Public Comment.
- IV. Old Business**
- V. New Business**
 - A.** Request for approval of revisions to the classification specifications of the Claims Specialist series.
 - B.** Request for approval of revisions to the classification specification of Public Safety Dispatcher I/II.

- C. Request for approval of revisions to the classification specification of Application Support Technician and creation of the Senior Software Application Support Specialist classification.
- D. Request for approval of the reclassification of one Associate Civil Engineer to Senior Civil Engineer.
- E. Request for approval for retroactive Work out Of Class pay for employees in the County Executive's Office.
- F. Request for approval to extend the Work out of Class pay pursuant to Placer County Code section 3.08.510(C)(5)(c) for an employee assigned to the County Executive's Office.
- G. Request for approval to extend the Work out of Class pay pursuant to Placer County Code section 3.08.510(C)(5)(c) for an employee assigned to the Clerk-Recorder-Elections Office.
- H. Request for approval to extend the Work out of Class pay pursuant to Placer County Code section 3.08.510(C)(5)(c) for an employee assigned to the Human Resources Department.

VI. COMMUNICATIONS - Reports to the Commission are informational items only. No action will be taken.

- A. Provisional Appointments –Child Support Services (1)
- B. Staff Reports and Correspondence
 - Staff updates
- C. Commissioner Comments

CLOSED SESSION

VII. PUBLIC EMPLOYEE PERFORMANCE EVALUATIONS

- A. Evaluation of performance of various Placer County employees pursuant to Government Code Section 54957 and pursuant to Placer County Chapter 3 Section 3.04.650.

OPEN SESSION

- VIII. Report of action taken in closed session pursuant to Government Code Section 54957.1.
- IX. Approval of merit increases for classified employees pursuant to Section 3.04.650 (progression in steps) of the Placer County Code.
- X. Adjournment

Civil Service Commission – Upcoming Special Meeting

3:00 p.m.-Monday, October 16, 2017.

Placer County Human Resources, Large Conference Room 1st Floor



PLACER COUNTY
HUMAN RESOURCES DEPARTMENT
145 Fulweiler Avenue, Suite 200
Auburn, California 95603-4578

CIVIL SERVICE COMMISSION
John Costa
Ron Le Doux
Don Nelson
Andrae Randolph
Rick Ward

Lori Walsh, Human Resources Director
Main Office: 530.889.4060
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MEMORANDUM

To: Civil Service Commission
From: Lori Walsh, Human Resources Director
By: Lori Janssen, Human Resources Analyst II *Lori Janssen*
Kathy Youngs, Senior Human Resources Analyst
Date: September 25, 2017
Subject: Request for Classification Specification Revisions – Claims Specialist I/II and Claims Specialist – Senior

Recommendation

It is recommended the Civil Service Commission approve the proposed revisions to the Claims Specialist – I/II and Claims Specialist – Senior classification specifications to reflect minor updates in the administration of crime victim compensation in California.

Background

The District Attorney's Office Victim Services/Asset Forfeiture Unit offers a wide array of services to crime victims including crime victim compensation. Claims Specialists within the District Attorney's Office assist victims with reimbursement, provide information to victims of crime about the criminal justice system, and assist with the Victim/Witness multi-disciplinary team.

The District Attorney's Office recently requested a recruitment to fill a vacant Claims Specialist – Senior position. During the job analysis, the subject matter experts, "SMEs" determined some of the essential duties, knowledge, skills and abilities and minimum qualifications in the classification specifications for the Claims Specialist series were out-of-date and did not accurately reflect the State of California Claims Specialist program requirements, or the needs of the department.

Basis for Recommendation

Several changes to the classification specifications are required to reflect updates in the way crime victim compensation is administered in California. The License or Certificate section of the classification specifications needs to be revised to reflect the name change of the agency that provides certification and oversight of applicant claims from the State Board of Control to the California Victim Compensation Board (Cal VCB). In addition, because the Cal VCB offers certification training at intermittent intervals, it is recommended the Claims Specialist I/II classification specification be revised to extend the time for completing that certification from six to twelve months to allow sufficient time for all of the modules in the certification series to be finished. Lastly, the term “restitution” has been replaced with language to more accurately reflect language used by the State to describe compensation available to crime victims.

Pursuant to County Code 3.08.520, the employees impacted by the classification specification changes have been notified of the recommendation and the action to move the request forward to the Civil Service Commission. Affected employees were also given the opportunity to review the classification specification changes being proposed and provide feedback and comments, which were incorporated into the recommended changes.

Attached for the Commission’s review and consideration are copies of the updated classification specifications for the Claims Specialist I/II and Claims Specialist – Senior and the organizational chart for the District Attorney’s Office Victim Services/Asset Forfeiture Unit.

The Business Agent for PPEO/Stationary Engineers Local 39, the County Executive Office and the District Attorney’s Office have all reviewed the draft classification specifications and agree with the recommended changes.

Attachments:

Attachment 1: Classification Specifications

Attachment 2: District Attorney’s Office Organizational Chart

cc: Scott Owens, District Attorney
Jeff Wilson, Assistant District Attorney
Kelly LeRossignol, Victim/Witness Supervisor
Amanda Flaa, Management Analyst
James Britton, Business Representative, IUOE Stationary Engineers Local 39

CLAIMS SPECIALIST I/II

DEFINITION

To assist victims with reimbursement from restitution programs; to provide information to victims of crime about the criminal justice system; and to function as an integral and supportive member of the Victim/Witness multi-disciplinary team.

DISTINGUISHING CHARACTERISTICS

Claims Specialist I: This is the entry level class in the Claims Specialist series. This class is distinguished from the journey level by the performance of the more routine tasks and duties assigned to positions within this series. Employees at this level are not expected to perform with the same independence of direction and judgment on matters allocated to the journey level. Since this class is typically used as a training class, employees may have only limited or no directly related work experience. Employees work under immediate supervision while learning job tasks.

Claims Specialist II: This is the full journey level class within the Claims Specialist series. This class is distinguished from the Claims Specialist I by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the entry level.

SUPERVISION RECEIVED AND EXERCISED

CLAIMS SPECIALIST I

Receives immediate supervision from the Victim/Witness Supervisor and may receive technical and functional supervision from other staff members.

CLAIMS SPECIALIST II

Receives general supervision from the Victim/Witness Supervisor and may receive technical and functional supervision from other staff members.

EXAMPLES OF ESSENTIAL DUTIES – Duties may include, but are not limited to, the following:

Interview victims for participation in designated programs as provided by local ~~and~~, State ~~and/or Federal~~ agencies such as the California Victim Compensation Board (Cal VCB) (~~i.e. the State Board of Control~~); assist victims in completing victim of crime applications for restitution purposes; determine which documents will be necessary to support wage and/or medical losses on applications.

Complete analysis of financial losses including those from medical expenses and wage losses; consider possible sources of reimbursement, i.e., insurance coverage, civil suit settlements, restitution orders and public assistance programs; obtain verification from medical providers, employers, insurance companies and other agencies.

Determine and request necessary verification/data to accurately evaluate and determine applicant's eligibility for designated programs.

Interpret and explain designated program regulations, obligations, procedures and other pertinent information on an individual basis, in person or by telephone, to applicants and participants.

Maintain appropriate and accurate case records, documentation and files, including performing data entry into automated record systems; monitor and follow-up on due dates; prepare and maintain other documents associated with designated program areas and related reporting requirements.

Establish status of cases involving ~~restitution~~ benefits available to crime victims by contacting appropriate agencies.

Testify before the agency boards on behalf of victims whose claims have been denied or set for discussion.

Provide information to victims and witnesses of crime as to the Criminal Justice process and procedures.

Assist victims in recovering their property when no longer needed for evidentiary purposes.

Prepare correspondence, program information and related reports.

Maintain records and statistics as requested by the Victim/Witness Supervisor.

Perform various office support and clerical duties such as receiving and logging phone calls, typing and processing program forms.

Establish and maintain working relationships with other criminal justice and public and private agencies.

Build and maintain positive working relationships with co-workers, other County and departmental employees, community agencies and resources, and the public utilizing principles of effective customer service.

Perform related duties as required.

MINIMUM QUALIFICATIONS

CLAIMS SPECIALIST I

Knowledge of:

- Basic financial record keeping practices.
- English usage, spelling, grammar and punctuation; basic mathematical calculations.
- Modern office procedures, methods and computer equipment.
- Interviewing techniques for obtaining factual and financial information.

Ability to:

- Learn the criminal justice system as it pertains to victim/witness activities.

- Learn regulations and procedures associated with victim restitution.
- On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers; identify and interpret technical and numerical information; explain designated and specific regulations and procedures to clients and the general public.
- On a continuous basis, sit at a desk for long periods of time; intermittently walk, stand, bend, climb, squat, twist and reach while retrieving or returning files or making field visits. Intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone and write or use a keyboard to communicate through written means; see with correctable acuity sufficient to read characters on computer screen; hear and speak with correctable acuity sufficient to communicate with clients; and lift light weight.
- Make rapid and accurate arithmetic calculations including addition, subtraction, multiplication and division.
- Learn to understand and apply complex laws and regulations.
- Learn to apply regulations and laws to a variety of situations affecting victims and witnesses.
- Effectively interview a wide variety of individuals from diverse cultural and socio-economic backgrounds and who may be physically, emotionally or mentally impaired or distressed.
- Maintain confidentiality.
- Work with various cultural and ethnic groups in a tactful and effective manner.
- Prioritize work in order to meet various program compliance deadlines.
- Obtain information through interview; work fairly and courteously with the public; handle multiple case assignments; and work effectively with interruptions.
- Analyze situations quickly and objectively and determine proper course of action within established guidelines and parameters.
- Use a computer, calculator, typewriter, telephone, facsimile machine, postage meter and photocopy machine.
- Type at a speed necessary for successful job performance.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the performance of required duties.

Experience and Training

- Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

One year of general clerical experience involving interviewing and obtaining financial/personal history from the general public is desirable.

Training:

Equivalent to an Associate's degree with a major in criminal justice, accounting, public administration, business administration, or a closely related field.

License or Certificate:

- May need to possess a valid driver's license as required by the position. Proof of adequate vehicle insurance and medical clearance may also be required.
- Must obtain certification from the ~~State Board of Control~~ California Victim Compensation Board (Cal VCB) for processing of applicant claims within ~~six~~ twelve months of employment.

CLAIMS SPECIALIST II

In addition to the qualifications for Claims Specialist I:

Knowledge of:

- Restitution agencies/programs rules and regulations, especially as related to eligibility criteria for participation.
- Pertinent local, State, and Federal laws.
- Regulations and procedures associated with victim ~~restitution~~ compensation program.
- Community resources available to victim and witnesses.

Ability to:

- Apply complex laws and regulations to a variety of situations affecting victims and witnesses in an independent manner.
- Interpret financial statements and record necessary information for business, income tax purposes, investments, real and personal property.
- Prioritize work in an effective and timely manner.
- Utilize an automated system to enter/retrieve information and to track/monitor participants through program components.

Experience and Training

- Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Two years of responsible experience performing duties similar to a Claims Specialist I with Placer County.

Training:

Equivalent to an Associate's degree with a major in criminal justice, accounting, public administration, business administration, or a closely related field.

License or Certificate:

- May need to possess a valid driver's license as required by the position. Proof of adequate vehicle insurance and medical clearance may also be required.
- Must obtain certification from the ~~State Board of Control~~ California Victim Compensation Board (Cal VCB) for processing of applicant claims within ~~six~~ twelve months of employment.

SENIOR CLAIMS SPECIALIST - SENIOR

DEFINITION

To perform the more difficult or complex work in assisting victims with reimbursement from restitution programs; to provide information to victims of crime about the criminal justice system; to provide administrative and technical support for program operations; to exercise technical and functional lead supervision over assigned staff.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level class in the Claims Specialist series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed, complexity of duties assigned, independence of action taken, as well as by the nature of the public contact required. Employees in this job class perform the most difficult and responsible types of duties assigned to classes within this series. Employees at this level are required to be fully trained in all procedures related to claims operations as well as aware of victim advocacy programs.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Victim/Witness Supervisor.

Exercises technical and functional supervision over assigned staff.

EXAMPLES OF ESSENTIAL DUTIES – Duties may include, but are not limited to, the following:

Assign, review, coordinate and monitor the work performed by assigned staff to ensure claims are in accordance with regulatory guidelines.

Provide technical and function lead supervision to assigned staff.

Prepare and process the more complex claims through the State crime compensation database Direct Schedule system with general oversight ~~from the State Board of Control (SBOC)~~ California Victim Compensation Board (Cal VCB).

Provide claim-processing support to other counties per agreement with the Joint Powers Agreement (JPA) ~~and through the State Board of Control (SBOC)~~ California Victim Compensation Board (Cal VCB).

Review and evaluate legislation, codes and administrative regulations to ensure program effectiveness and compliance with the requirements.

Perform specialized assignments or projects as determined by the needs of the Department.

Interview victims for participation in designated programs as provided by local, and State ~~and/or~~ Federal agencies ~~(i.e. the State Board of Control)~~; assist victims in completing victim of crime applications for ~~restitution~~ benefit eligibility purposes; determine which documents will be necessary to support wage and/or medical losses on applications.

Complete analysis of financial losses including those from medical expenses and wage losses; consider possible sources of reimbursement, i.e., insurance coverage, civil suit settlements, restitution orders and public assistance programs; obtain verification from medical providers, employers, insurance companies and other agencies.

Determine and request necessary verification/data to accurately evaluate and determine applicant's eligibility for designated programs.

Interpret and explain designated program regulations, obligations, procedures and other pertinent information on an individual basis, in person or by telephone, to applicants, ~~and~~ participants and subordinate staff.

Maintain appropriate and accurate case records, documentation and files, including performing data entry into automated record systems; monitor and follow-up on due dates; prepare and maintain other documents associated with designated program areas and related reporting requirements.

Establish status of cases involving ~~restitution~~ benefits available to crime victims by contacting appropriate agencies.

Testify before the agency boards on behalf of victims whose claims have been denied or set for discussion.

Provide information to victims and witnesses of crime as to the Criminal Justice process and procedures.

Assist victims in recovering their property when no longer needed for evidentiary purposes.

Prepare correspondence, program information and related reports.

Maintain records and statistics as requested by the Victim/Witness Supervisor.

Establish and maintain working relationships with other criminal justice and public and private agencies.

Build and maintain positive working relationships with co-workers, other County and departmental employees, community agencies and resources, and the public utilizing principles of effective customer service.

Perform related duties as required.

MINIMUM QUALIFICATIONS

Knowledge of:

- Criminal justice system.
- Regulations and procedures of victim ~~restitution~~ compensation program.

- Principles and practices of effective leadership including training, motivating, team building and assigning and reviewing work.
- Financial record keeping practices.
- English usage, spelling, grammar and punctuation; basic mathematical calculations.
- Modern office procedures, methods and computer equipment.
- Interviewing techniques for obtaining factual and financial information.
- Automated information systems utilized in case management.
- Modern office procedures, methods and computer hardware/software and its applications.
- English usage, spelling, grammar and punctuation; basic mathematical calculations.

Ability to:

- Train, assess, review and evaluate the work of subordinate staff.
- Prioritize the work of others in an effective and timely manner.
- Understand and apply complex laws and regulations in an independent manner, and interpret and explain complex regulations and procedures to less knowledgeable individuals.
- Counsel and assist victims and witnesses of crime in crisis situations.
- Deal with hostile and uncooperative victims and witnesses who are under emotional stress.
- Obtain information through interviews and conversation.
- Provide appropriate emotional support to traumatized clients.
- On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers; identify and interpret technical and emotional information; explain program regulations and procedures to victims and the general public.
- Utilize an automated system to enter/retrieve information and to track/monitor participants through program components.
- Effectively interview a wide variety of individuals from diverse cultural and socio-economic backgrounds and who may be physically, emotionally, or mentally impaired or distressed.
- Maintain confidentiality.
- Work with various cultural and ethnic groups in a tactful and effective manner.
- Act quickly and calmly in emergency situations.
- Recognize differences in human behavior resulting from cultural, financial and other forms of deprivation found in client populations.
- Analyze situations quickly and objectively and determine proper course of action.

- On a continuous basis, sit at a desk for long periods of time; intermittently walk, stand, bend, climb, squat, twist and reach while retrieving or returning files. Intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone and write or use a keyboard to communicate through written means; see with correctable acuity sufficient to read characters on computer screen; hear and speak with correctable acuity sufficient to communicate with clients; and lift light weight.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the performance of required duties.

Experience and Training

- Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Two years of responsible experience performing duties similar to a Claims Specialist II with Placer County.

Training:

Equivalent to an Associate's degree with a major in criminal justice, accounting, public administration, business administration, or a closely related field.

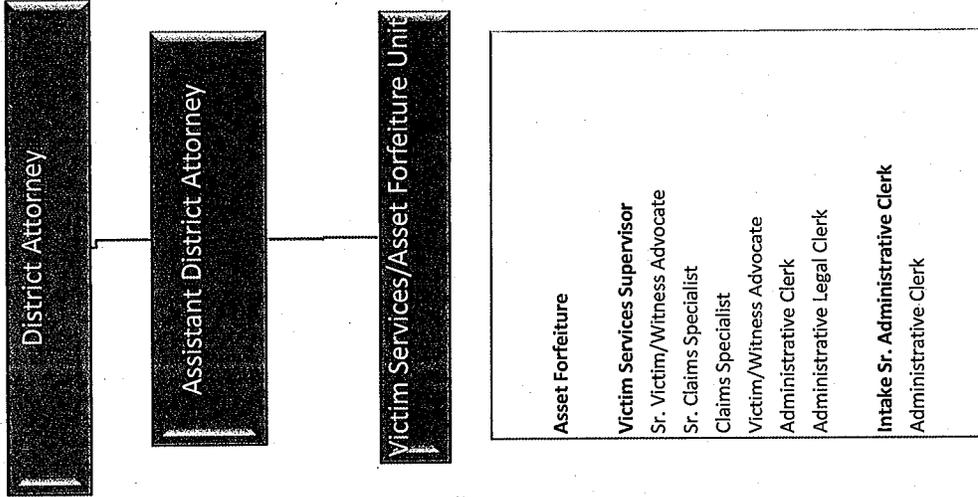
License or Certificate:

- May need to possess a valid driver's license as required by the position. Proof of adequate vehicle insurance and medical clearance may also be required.
- Must obtain certification from the ~~State Board of Control~~ California Victim Compensation Board (Cal VCB) for processing of applicant claims within ~~six~~ twelve months of employment.

County of Placer

District Attorney's Office

Victim Services/ Asset Forfeiture Unit





PLACER COUNTY
HUMAN RESOURCES DEPARTMENT
145 Fulweiler Avenue, Suite 200
Auburn, California 95603-4578

CIVIL SERVICE COMMISSION
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Lori Walsh, Human Resources Director
Main Office: 530.889.4060
FAX: 530.886.4626
www.placer.ca.gov

MEMORANDUM

To: Civil Service Commission
From: Lori Walsh, Human Resources Director
By: Kathy Youngs, Senior Human Resources Analyst *K Youngs*
Date: September 25, 2017
Subject: Request for Classification Specification Revision – Public Safety Dispatcher

Recommendation

It is recommended that the Civil Service Commission approve the proposed revisions to the Public Safety Dispatcher I/II classification specification.

Background

The Sheriff's Office has requested Human Resources review the minimum qualifications for the Public Safety Dispatcher II to determine whether the minimum qualifications as stated are still valid based on input from the subject matter experts, natural progression of incumbents through the series and the current business needs of the department.

Basis for Recommendation

The minimum qualifications for the Public Safety Dispatcher II, as currently written, requires two (2) years of experience in a public safety dispatching setting performing duties comparable to a Placer County Public Safety Dispatcher I.

When an individual is hired into the Public Safety Dispatcher I classification they are placed on a 12-month probationary period, trained on the essential functions for the dispatcher position, and must successfully complete the required dispatcher courses. Upon consultation with subject matter experts, it was determined that at the completion of the 12-month probationary period, dispatch management is confident that the individual has acquired the skills and knowledge necessary to be assigned the full duties and responsibilities of a journey-level Public Safety Dispatcher, with the ability to work under general supervision. However, with the current

minimum requirements for the Public Safety Dispatcher II being two (2) years of experience performing the duties of a Public Safety Dispatcher I, individuals who successfully complete the 12-month probationary period are required to wait an additional year since they are not eligible to work at the full journey level.

While the two (2) year experience requirement at the entry level is consistent with the majority of classes in the Placer County classification plan, there are classifications where the requirement is one (1) year of experience performing the duties at the entry level. This is typically found in classifications requiring specialized skills or specialized training, which is provided by the department during the first year on the job.

Also, a review of the dispatcher classification specifications in Sacramento, El Dorado and Nevada counties found the minimum experience requirement for a journey level dispatcher to be one (1) year of experience performing the duties of an entry level dispatcher. This revision would provide consistency with the requirements of the surrounding counties and may afford additional opportunities for hiring seasoned or trained Public Safety Dispatchers into Placer County.

It is also requested that the Commission approve the revised language in the License or Certificate section of the classification specification to reflect that the Emergency Medical Dispatch Course is provided by the International Academies of Emergency Dispatch (IAED).

Attached for the Commission's review and consideration are copies of the draft updated Public Safety Dispatcher I/II classification specifications and the Sheriff's Office, Dispatch Center organization chart and memo requesting the study. The Business Agent for PPEO/Stationary Engineers Local 39, the County Executive Office and the Sheriff's Office have all reviewed the draft classification specifications and agree with the recommended changes.

Attachments:

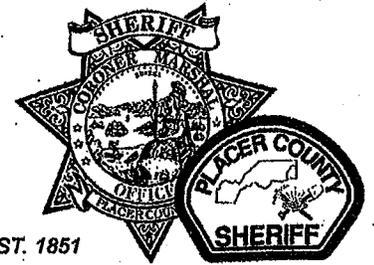
Attachment 1: Sheriff's Request memo

Attachment 2: Job Specifications

Attachment 3: Sheriff's Office – Dispatch Center Organizational Chart

cc: Devon Bell, Sheriff – Coroner- Marshall
Paul Troxel, Dispatch Services Manager
Amanda Flaa, Senior Management Analyst
James Britton, Business Representative, IUOE Stationary Engineers Local 39

**PLACER COUNTY
SHERIFF
CORONER-MARSHAL**



EST. 1851

DEVON BELL
SHERIFF-CORONER-MARSHAL

COUNTY OF PLACER
MEMORANDUM

RECEIVED

JUL 27 2017

Placer County
Human Resources

TO: Lori Walsh, Director of Human Resources
FROM: Devon Bell, Sheriff-Coroner-Marshal *DB*
DATE: July 11, 2017
SUBJECT: Requested Job Classification Specifications Changes:
Public Safety Dispatcher II Classification Minimum Qualifications

The Sheriff's Offices formally requests a review and subsequent change to the minimum Experience and Training requirement for the classification of Public Safety Dispatcher II.

Background

Currently, the Public Safety Dispatcher II job specification requires a minimum of two (2) years' experience performing duties comparable to a Placer County Safety Dispatcher I in order to satisfy the experience component of the minimum qualifications. While this qualification has been beneficial in recruiting and retaining knowledgeable lateral Dispatcher II's, it does not properly reflect the duties and responsibilities of a Dispatcher I after one year with our agency. As a result, after one year, a Dispatcher I is functioning fully as a Dispatcher II but is unable to receive the proper compensation.

Our training program is built based on building knowledge, skill and ability of a Dispatcher II within the first year of probation. Once the Dispatcher I has completed probation, completed all training, and required courses they are expected to perform at the same level of a Dispatcher II. The training cycle for a Dispatcher I with our Agency is approximately 9 months. This provides us an additional 3 months to evaluate the skills of a Dispatcher working solo, at a Dispatcher II journey level, in the Communications Center prior to the end of his/her probationary period. At the end of the 12 month probationary period, a newly appointed dispatcher will either be working as a full-level dispatcher or released on probation from this classification.

The change of this qualification would provide an avenue to properly compensate our Dispatcher I employees for the level of work they perform after completing probation through the non-competitive promotional opportunities currently unavailable. Furthermore, the change of this qualification would not be detrimental to the recruitment and retention of our lateral applicants.

Action Requested

Request the language under the Experience component of Minimum Qualifications to be changed to reflect: "One year of experience in a public safety dispatching setting performing duties comparable to a Placer County Public Safety Dispatcher I."

**PUBLIC SAFETY DISPATCHER I
PUBLIC SAFETY DISPATCHER II**

DEFINITION

To receive and transmit routine and emergency requests for law enforcement, fire, ambulance and/or emergency assistance and equipment in a coordinated and calm manner; to monitor public safety frequencies; to operate a variety of communications equipment including radio consoles and a computer aided dispatch system according to established procedures.

DISTINGUISHING CHARACTERISTICS

Public Safety Dispatcher I: This is the entry level class in the Public Safety Dispatcher series. This class is distinguished from the journey level by the performance of the more routine tasks and duties assigned to positions within this series. Employees at this level are not expected to perform with the same independence of direction and judgment on matters as those allocated to the journey level. Since this class is typically used as a training class, employees may have only limited or no directly related work experience. Employees work under immediate supervision while learning job tasks.

Public Safety Dispatcher II: This is the full journey level class within the Public Safety Dispatcher series. This class is distinguished from the Public Safety Dispatcher I by the assignment of the full range of call taking and public safety dispatch duties. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the entry level.

This class is further distinguished from the Supervising Public Safety Dispatcher in that the latter supervises line staff, monitors day to day activity in the Dispatch Center, ensures minimum staffing levels, ensures calls are handled properly, monitors compliance with applicable policies and procedures, and oversees the training program for entry-level dispatchers, when assigned.

SUPERVISION RECEIVED AND EXERCISED

PUBLIC SAFETY DISPATCHER I

Receives immediate supervision from a Supervising Public Safety Dispatcher and technical and functional supervision from higher level staff as needed.

PUBLIC SAFETY DISPATCHER II

Receives general supervision from a Supervising Public Safety Dispatcher, Dispatch Services Supervisor and/or the Watch Commander.

May exercise technical and functional supervision over entry dispatchers as needed.

EXAMPLES OF ESSENTIAL DUTIES – Duties may include, but are not limited to, the following:

On assigned shift, receive telephone communications requiring the dispatching of emergency public safety equipment and personnel; receive and dispatch routine and emergency radio communications from Sheriff's patrol units and other public safety agencies (including contract agencies), such as fire and ambulance; maintain status of units on assignments in the field; keep Department officials informed of critical incidences; interpret information from units in field; work to ensure safety of personnel in the field at all times.

Monitor various public safety radio frequencies where emergencies involving the coordinated efforts of several agencies are required; relay information to other agencies as required; contact agencies concerned with major emergency operations and provide critical information concerning emergency situations; confirm warrants for deputies, as needed.

Coordinate efforts between local/State/Federal agencies for both law enforcement and fire incidents.

Interface with various computer programs on a local/State/Federal level.

Provide emergency medical instructions over the phone per approved protocols, as necessary.

Document large volumes of calls for service; compile data and prepare reports of reported emergencies, equipment dispatched and/or status of emergency.

Operate a variety of communications equipment including the basic and, if applicable, enhanced equipment associated with the 911 public safety answering point (P.S.A.P.); operate radio transmitters and receivers and related equipment.

Receive, file, send, and where appropriate, take appropriate action concerning teletype messages; utilize current law enforcement automated systems as needed, to identify persons, vehicles, and/or property.

Perform light clerical duties including entering information for briefing bulletins.

Monitor electronic alarm systems for County property; monitor the animal control radio frequency after hours and on weekends.

Perform research and update information relating to events in the C.A.D. system.

Monitor and maintain access of after-hours call-out data for the Sheriff's Department and other County departments.

Perform related duties as assigned.

When assigned Dispatch Training duties:

Conduct the training of emergency dispatch personnel; instruct employees in the proper methods of operating communications and dispatch equipment, monitoring specified radio frequencies and dispatching public safety personnel and equipment.

Direct and evaluate the work of trainee employees on an assigned shift.

Maintain training materials, including manuals, support information, and training records.

Assist Supervising Public Safety Dispatcher in the periodic review of current procedures and policies.

Confer with the Supervising Public Safety Dispatcher and other higher level staff regarding special instructions or procedural changes and relay updated information to employees.

May provide input on the performance evaluations of trainees.

MINIMUM QUALIFICATIONS

PUBLIC SAFETY DISPATCHER I

Knowledge of:

- Modern office procedures and equipment.
- Basic functions of police, fire, and other public safety agencies.
- Correct English usage and grammar.

Ability to:

- Operate computerized keyboards and other related equipment accurately at a speed necessary for successful job performance.
- Effectively process several tasks simultaneously.
- Learn to operate radio and 911 telephone equipment in dispatching public safety equipment and personnel.
- Sit or stand at workstation for long periods of time on a continuous basis. Intermittently, twist and reach office equipment, or to obtain materials from printer or other locations within the dispatch center; write or use keyboard to communicate through written means; verbally give instructions to officers in the field; lift light weight.
- Quickly and accurately receive and process auditory information in an environment that includes various background noises such as telephones ringing, multiple frequency radio traffic, and general conversation; decipher and differentiate various verbal and non-verbal auditory sounds and cues at variable intensities.
- Continuously analyze information received from a variety of sources; identify different voices and sounds on the radio and telephone; interpret radio codes correctly and translate information to the public; listen and understand oral information; monitor multiple radio frequencies; know various locations and addresses; read maps quickly and accurately; observe computer screen for messages; receive information from the public and assist in problem solving their particular

dilemma; remember, understand, interpret and apply Department policies for different types of calls; speak clearly via radio and telephone; translate information verbally and explain to the public how their concern will be handled.

- Learn to analyze a situation and determine an effective course of action; learn to adjust quickly to changing situations; learn to perform several tasks at once and assign reasonable priorities to incoming calls; learn to monitor multiple frequencies.
- Learn the geography of the County and location of streets and important buildings.
- Learn established rules and procedures.
- Learn to listen carefully and attentively and remember names, locations and numbers; learn to record pertinent data associated with C.A.D. events and logs.
- Understand and carry out oral and written directives.
- Perform job tasks effectively under pressure for sustained periods of time.
- Memorize and retain information from a variety of sources.
- Communicate effectively both orally and in writing.
- Exercise good judgment in emergency situations.
- Develop and maintain an efficient, calm demeanor in handling adverse and/or emergency situations.
- Work irregular hours and shift work, including holidays, nights and weekends.
- Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

- Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of customer service experience which demonstrate a general aptitude for working with the public in an environment requiring multi-tasking, balancing competing priorities/demands, and extensive public contact . Experience with computer terminals and radio-broadcasting/communications equipment and/or experience within a law enforcement setting is desirable.

Training:

Equivalent to the completion of the twelfth grade.

License or Certificate:

- Must have satisfactorily completed the P.O.S.T. certified Basic Complaint/Dispatcher course within 12 months of the date of appointment to this class.

- Must satisfactorily complete the P.O.S.T. International Academies of Emergency Dispatch (IAED) certified Emergency Medical Dispatch course within 12 months of the date of appointment to this class.
- Possession of, or ability to obtain, a valid CPR certificate by the completion of the probationary period.
- May need to possess a valid driver's license as required by the position. Proof of adequate vehicle insurance and medical clearance may also be required.

PUBLIC SAFETY DISPATCHER II

In addition to the qualifications for Public Safety Dispatcher I:

Knowledge of:

- Techniques, procedures and methods utilized in the operation of emergency dispatch and related communications equipment.
- Organization, operations and terminology of police, fire, or other public safety agencies.
- Automated systems pertaining to communications/dispatch operations.
- Pertinent Federal, State and local laws and codes.
- Geography of the County and location of streets and important buildings.
- Departmental established rules and procedures.
- Principles of training and adult teaching techniques and supervision.

Ability to:

- Manage emergency situations and assist in directing an appropriate course of action by operating radio and 911 telephone equipment to dispatch public safety equipment and personnel.
- Analyze a situation and determine effective course of action; adjust quickly to changing situations; perform several tasks at once and assign reasonable priorities to incoming calls; monitor multiple frequencies.
- Listen carefully and attentively and remember names, locations and numbers; record pertinent data associated with C.A.D. events and logs.
- Speak clearly and concisely in an understandable voice via radio and telephone and in person.
- Interact with others and maintain an efficient, calm demeanor in handling adverse and/or emergency situations.
- Differentiate various sound and tones, i.e., alarms.
- Conduct emergency dispatch training programs; train subordinates effectively and tactfully; organize and prioritize workload and subordinates' assignments.
- Exercise tact, courtesy and patience in training and public contacts.

- Follow and train others to follow safe work practices including workplace safety policies and procedures.

Experience and Training

- Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

~~Two~~One years of experience in a public safety dispatching setting performing duties comparable to a Placer County Public Safety Dispatcher I.

Training:

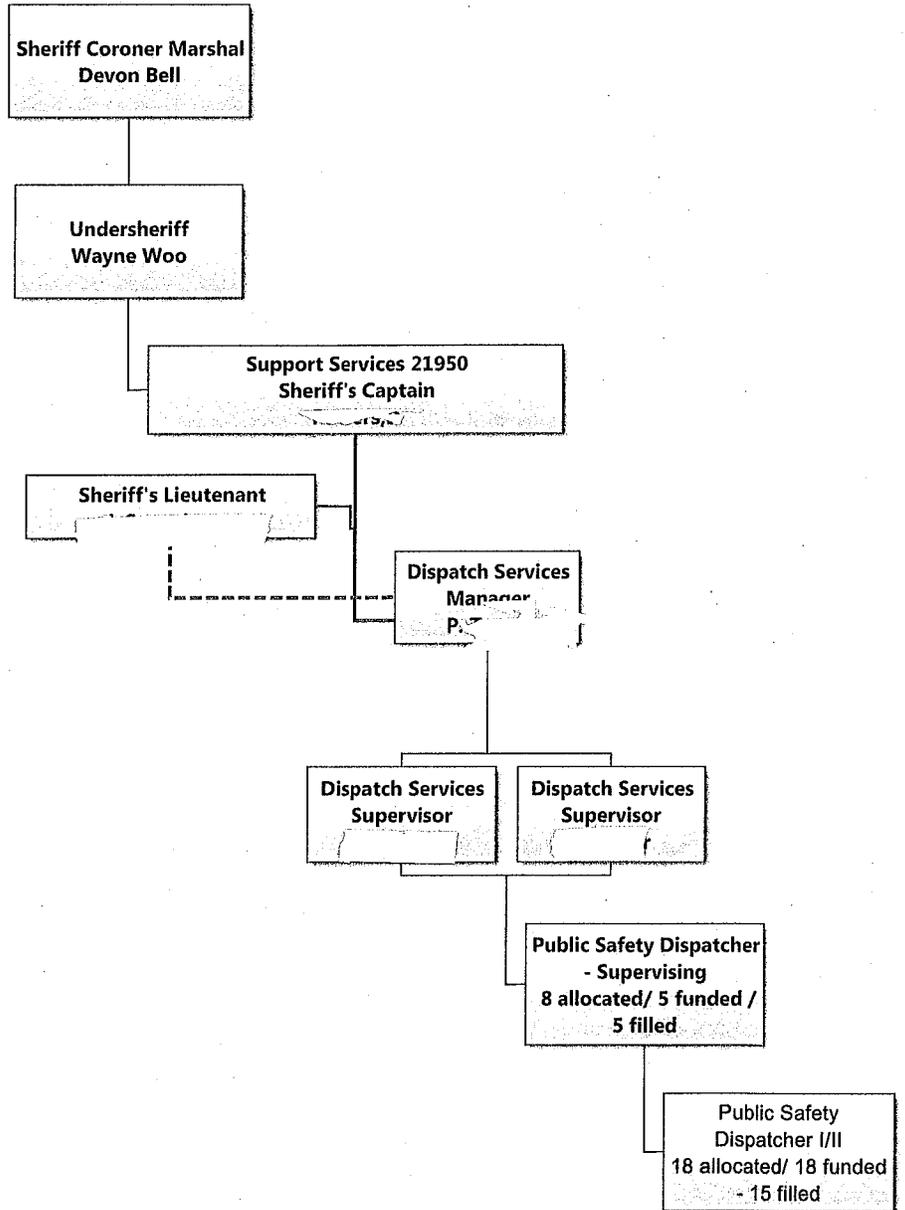
Equivalent to the completion of the twelfth grade.

License or Certificate:

- Successful completion of the P.O.S.T. Certified Basic Complaint/Dispatcher course or the P.O.S.T. Public Safety Dispatcher Training Equivalency Examination.
- Must satisfactorily complete the ~~P.O.S.T.~~International Academies of Emergency Dispatch (IAED) certified Emergency Medical Dispatch course prior to completion of probation.
- Possession of, or ability to obtain a valid CPR certificate by the completion of the probationary period.
- May need to possess a valid driver's license as required by the position. Proof of adequate vehicle insurance and medical clearance may also be required.



Placer County Sheriff's Office
Dispatch Services Unit
Fiscal Year 2017/2018
August 22, 2017





PLACER COUNTY
HUMAN RESOURCES DEPARTMENT
145 Fulweiler Avenue, Suite 200
Auburn, California 95603-4578

CIVIL SERVICE COMMISSION
John Costa
Ron Le Doux
Don Nelson
Andrae Randolph
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Lori Walsh, Human Resources Director
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MEMORANDUM

To: Civil Service Commission
From: Lori Walsh, Human Resources Director
By: Jennifer Duvall, Senior Human Resources Analyst
Kelly Tourville, Human Resources Analyst
Date: September 25, 2017
Subject: Classification Specification Revisions to Application Support Technician and Creation of Software Application Support Specialist – Senior Classification

Recommendation

It is recommended that the Civil Service Commission:

1. Approve the proposed revisions to the classification specification of Application Support Technician, including a title change to Software Application Support Specialist; and
2. Approve the creation of a new Software Application Support Specialist - Senior classification, Salary Grade GNRL 100 (\$5,148.46 - \$6,258.02 monthly).

Background

A County-wide study of all information technology positions was conducted in 2014, and the results were approved by your Commission in April 2015. Since then, some employees assigned to support specific software applications utilized by staff in Health and Human Services (HHS) were reassigned to work on site in HHS to be physically located with the users of each system. As a follow up to the study, and in response to the relocation of some employees, a classification review of several positions within the Department of Administrative Services was conducted to confirm the assigned duties were consistent with the scope of the employees' current classification.

The study resulted in several classification recommendations, which will be brought before the Commission at a future meeting. The study also identified a need to update the Application Support Technician classification specification and add a senior classification to best reflect the

work assigned to employees responsible for supporting department-specific software applications. The revision of the classification specification and creation of the senior classification are the only issues before the Commission today.

Basis for Recommendation

Following review and analysis by the HR Department and IT Review Panel, it became apparent that the duties being performed by the classification of Application Support Technician require updating to better reflect the duties associated with this classification. This classification was established in 2006 and recognizes the application support duties typically performed by a super-user of a particular software application or program, such as: developing and presenting training materials, assisting users with troubleshooting operations/business-related application problems; developing and preparing reports, modifying user profiles and resetting passwords, etc. Because the classification has not been updated since 2006 and is anticipated to be used in multiple County departments, the proposed revisions are recommended for clarification and to more accurately reflect the duties assigned. Additionally, it is recommended to retitle the classification to Software Application Support Specialist to be consistent with industry standards.

Another outcome of the study was the recommendation to create an advanced journey level within the application support classification. The proposed classification of Software Application Support Specialist – Senior is intended to provide the most complex technical and functional application support and serve in a lead capacity over assigned Software Application Support Specialists.

Attached for the Commission's consideration are copies of the proposed classification specifications for Application Support Technician and Software Application Support Specialist-Senior. The County Executive's Office and Placer Public Employee Organization have been informed of these recommended changes and updates.

cc: Jerry Gamez, Director of Administrative Services
Jeff Brown, Director of Health and Human Services
Linda Bridgman, Director of Human Services
Dave Defanti, Deputy County Executive Officer
Chad Fenstermacher, Budget Analyst
IT Review Panel Members
Gary Winegar, Business Representative, IUOE Stationary Engineers Local 39

Attachments:

- A. Application Support Technician Classification Specification with Proposed Revisions
- B. Software Application Support Specialist – Senior Classification Specification with Proposed Revisions
- C. Organizational Chart

SOFTWARE APPLICATION SUPPORT TECHNICIAN/SPECIALIST

DEFINITION

To provide technical and functional assistance and support to users of application software within an assigned department; and to prepare and conduct user training.

DISTINGUISHING CHARACTERISTICS

This is the full journey level in the Software Application Support Specialist classification series. Employees at this level possess knowledge of specialized application/systems, as opposed to more general knowledge of a variety of standard hardware and software used throughout the County. Employees receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

Employees within this class are distinguished from the Software Application Support Specialist – Senior in that the latter is responsible for the oversight of subordinate Software Application Support Specialist staff.

Employees within this class are distinguished from the more broad-based classifications series of the Information Technology Technician and Information Technology Specialist series by the performance of the full range of duties related to application training and functional support for department operating staff in the use of specific enterprise application software. The latter classes are responsible for on-site diagnosis and resolution of a broad range of complex system related hardware, software, and/or application problems that the Software Application Support Specialist is unable to resolve. In contrast, the Software Application Support Specialist has a very specific scope of responsibility and is more focused on maintaining an awareness or expertise in a specialized application or system in order to support department users in that system. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the entry level.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from an assigned supervisor; and may receive technical and functional supervision from higher level staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Provide one-on-one training, including orienting new users within assigned department regarding specific application uses and operations and department policies and procedures related to use of the system.

Develop and present training materials for classroom training related to new and/or modified application modules, including process mapping, information newsletters, procedure memos, voicemail, electronic mail, and internal process development.

Assist users of a particular application where detailed knowledge of the specific application is required; troubleshoot, debug, and resolve a variety of operations/business-related application problems.

Troubleshoot assigned applications and/or systems to ensure functional operation; modify system tables, screens, etc., develop system workarounds as necessary.

Design and generate a variety of routine and ad hoc customized reports based on customer requirements.

Participate on committees and task forces; attend meetings, conferences and training sessions.

Prepare modifications to software application policy and procedure manuals and related directives for distribution to users.

Record and maintain documentation of reported application software issues or problems; refer as necessary to help desk, developer group or vendor; follow up to ensure trouble ticket issues are resolved before being closed; make recommendations regarding software changes to assigned applications.

Prepare ~~erform~~ data maintenance documents and follow up to ensure completion; prepare information recovery plan.

May perform ~~computer workstation~~ application related troubleshooting including identifying causes for slowdowns, lock ups, and log-in problems and resolving at immediate level; reset passwords as needed.

Perform routine application support duties such as monitoring or adding applications/users/devices, modifying user profiles, re-setting passwords and performing file maintenance; set up basic user access permissions consistent with County policies and procedures.

When assigned to support a statewide system, assist in the evaluation of upcoming changes to programs, regulations, or the application; assist in identifying impact on current County system and/or processes; provide input on necessary revisions; and assist with implementing changes.

May perform application software maintenance duties; perform data compaction procedures, disk scanning, and virus screening; install and test software application patches and upgrades.

Serve on project teams providing technical assistance as needed.

Provide after hours technology support as needed.

Build and maintain positive working relationships with co-workers, other County employees, and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- Training methods and techniques appropriate and effective for application users.
- Principles and practices related to use and operation of computer software applications and related operating systems, including work processes, methods of data entry/retrieval, and system navigation.
- Business processes within a major functional area related to department operations.
- Computer software and hardware error research and correction alternatives.
- Standard procedures used to maintain data integrity and security in networked systems.
- Application execution on a Local Area Network.
- Principles and practices of customer service.

Ability to:

- Provide effective technical training and support to users of application software.
- Troubleshoot and assess problems with software and equipment; identify and locate equipment; interpret work orders; remember equipment location and systems; and explain operations and jobs to others.
- On a continuous basis, sit at desk and in meetings for long periods of time; bend, squat, climb, kneel and twist when performing installation or repair of equipment; perform simple and power grasping, pushing, pulling and fine manipulation; and lift 40 pounds or less.
- Assess and develop logical and reliable solutions to problems relating to assigned applications and initiate corrective actions.
- Plan, organize, prioritize, and process work to ensure that deadlines are met; organize and manage multiple assignments and priorities.
- Develop, prepare, and present training materials and related documentation to be used on an individual basis and in a classroom setting.
- Understand designated software uses and applications in relation to assigned department's goals and processes; learn and utilize specialized terminology if needed by the specific assignment.
- Assist in planning and evaluating new systems and equipment.
- Provide on-call service during off-hours, evenings, weekends and holidays.

PLACER COUNTY

Software Application Support Technician Specialist (Page 4)

- Work with various cultural and ethnic groups, customers, co-workers and supervisors in a respectful, tactful and effective manner.
- Communicate technical issues to individuals with varying degrees of computer familiarity.
- Maintain the confidentiality of information encountered in the course of work.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

- Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Two years of increasingly responsible technical or operational experience working with operating—Department, Countywide, or Statewide software applications and systems requiring extensive knowledge of the specialized application and related program requirements.; Experience providing user support and/or training is highly desirable.

Training:

Equivalent to an Associate's degree from an accredited college or university with major course work in computer science, business, office technology or a related field related to the assigned department system or application.

License or Certificate

- Possession of, or ability to obtain, a valid California driver's license may be required. Proof of adequate vehicle insurance and medical clearance may also be required.

SOFTWARE APPLICATION SUPPORT SPECIALIST - SENIOR

DEFINITION

To oversee and provide the most difficult or complex technical and functional support to users of application software within an assigned department; to act in a lead capacity by assigning, reviewing and coordinating the work of assigned Software Application Support Specialists; and to serve as first point of contact with respect to questions regarding applicable policies, procedures laws and regulations.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level class in the Software Application Support Specialist series. Positions at this level are distinguished from the journey level class within the series by the level of responsibility assumed and the oversight of subordinate Software Application Support Specialist staff. Employees at this level are required to be fully trained in all procedures related to the assigned application system.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from an assigned supervisor.

Exercises technical and functional supervision over technical and clerical staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Assign, review and coordinate work performed by subordinate Software Application Support Specialists.

Track and report to supervisory staff on the performance, progress and training needs of employees; orient and participate in the training of subordinate staff.

Conduct audits and quality control of assigned system.

Oversee the development and presentation of staff training, including orienting new users within assigned department regarding specific application uses and operations, and department policies and procedures related to use of the system.

Assist subordinate staff in resolving issues with a particular application where detailed knowledge of the specific application is required; function as a technical subject matter expert assisting staff in the interpretation of system requirements and applicable regulations.

Troubleshoot assigned applications and/or systems to ensure functional operation; modify system tables, screens, etc.; develop system workarounds as necessary.

Prepare modifications to software application policy and procedure manuals and related directives for distribution to users.

PLACER COUNTY

Senior Application Support Specialist (Page 2)

Participate on committees and task forces; attends meetings, conferences and training sessions.

Record and maintain documentation of reported application software issues or problems; refer as necessary to help desk, developer group or vendor; follow up to ensure trouble ticket issues are resolved before being closed; make recommendations regarding software changes to assigned applications.

Oversee the preparation data maintenance documents and follow up to ensure completion; prepare information recovery plan.

Oversee routine applications support duties such as monitoring or adding applications/users/devices, modifying user profiles, re-setting passwords and performing file maintenance; sets up basic user access permissions consistent with County policies and procedures.

May perform application related troubleshooting including identifying causes for slowdowns, lock ups, and log-in problems and resolving at immediate level; reset passwords as needed.

When assigned to support a statewide system, evaluate upcoming changes to programs, regulations or the system; identify potential impacts on current County system and/or processes, provide input on necessary revisions, and facilitate implementing changes.

Oversee application software maintenance duties, data compaction procedures, disk scanning, and virus screening; oversee the installation and testing of software application patches and upgrades.

Perform specialized assignments or projects as determined by the needs of the department.

Build and maintain positive working relationships with co-workers, other County employees, and the public using principles of good customer service.

Provide after hours technology support as assigned.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- Principles and practices of leadership, motivation, team building and conflict resolution.
- Principles and practices of effective lead supervision, including training staff and the assignment and review of work.
- Training methods and techniques appropriate and effective for application users.
- Principles and practices related to use and operation of computer software applications and related operating systems, including work processes, methods of data entry/retrieval, and system navigation.
- Business processes within a major functional area related to department operations.
- Computer software and hardware error research and correction alternatives.

PLACER COUNTY

Senior Application Support Specialist (Page 3)

- Standard procedures used to maintain data integrity and security in networked systems.
- Application execution on a Local Area Network.
- Advanced principles and practices of customer service.

Ability to:

- Act in a lead capacity over assigned staff assigned to provide technical and functional support to users of application software and/or enterprise systems within an assigned department; respond to staff questions regarding system requirements, laws, regulations, and department policies and procedures.
- Provide effective technical training and support to users of application software.
- Troubleshoot and assess problems with software and equipment; identify and locate equipment; interpret work orders; remember equipment location and systems; and explain operations and jobs to others.
- On a continuous basis, sit at desk and in meetings for long periods of time; bend, squat, climb, kneel and twist when performing installation or repair of equipment; perform simple and power grasping, pushing, pulling and fine manipulation; and lift 40 pounds or less.
- Assess and develop logical and reliable solutions to problems relating to assigned applications and initiate corrective actions.
- Plan, organize, prioritize and process work to ensure that deadlines are met; organize and manage multiple assignments and priorities.
- Develop, prepare, and present training materials and related documentation to be used on an individual basis and in a classroom setting.
- Understand designated software uses and applications in relation to assigned department's goals and processes; learn and utilize specialized terminology if needed by the specific assignment.
- Assist in planning and evaluating new systems and equipment.
- Provide on-call service during off-hours, evenings, weekends and holidays.
- Work with various cultural and ethnic groups, customers, co-workers and supervisors in a respectful, tactful and effective manner.
- Communicate technical issues to individuals with varying degrees of computer familiarity.
- Maintain the confidentiality of information encountered in the course of work.
- Work independently in the absence of direct supervision; effectively prioritize work and apply sound time management principles.
- Draw logical conclusions and make proper recommendations.

PLACER COUNTY

Senior Application Support Specialist (Page 4)

- Analyze situations quickly and objectively and to determine proper course of action.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

- Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

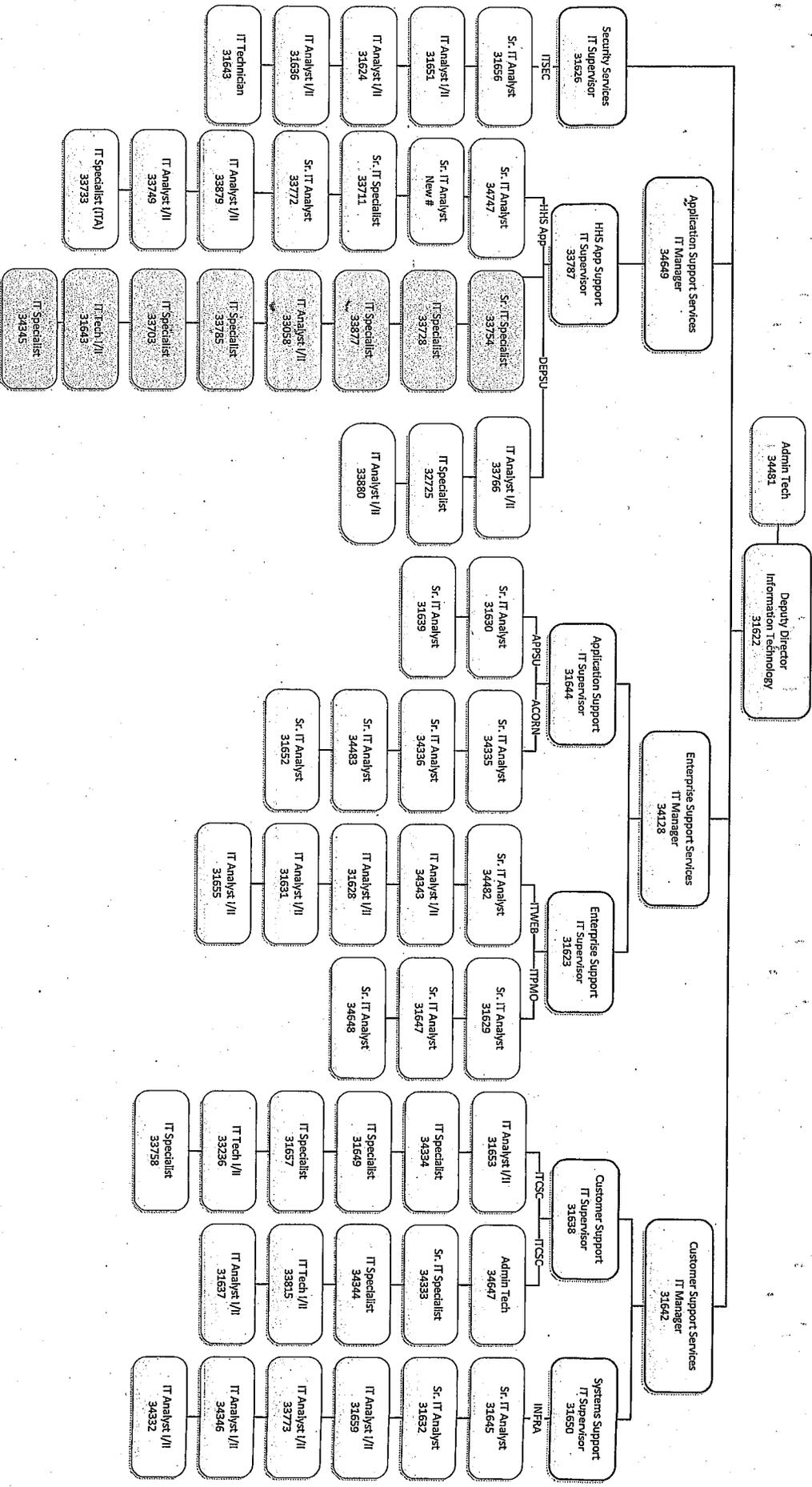
Two years of increasingly responsible technical or operational experience performing duties similar to a Software Application Support Specialist.

Training:

Equivalent to an Associate's degree from an accredited college or university with major course work in computer science, business, office technology or a field related to the assigned department system or application.

License or Certificate

- Possession of, or ability to obtain, a valid California driver's license may be required. Proof of adequate vehicle insurance and medical clearance may also be required.





**PLACER COUNTY
HUMAN RESOURCES DEPARTMENT**

145 Fulweiler Avenue, Suite 200
Auburn, California 95603

COMMISSIONERS
John Costa - Vice Chair
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Andrae Randolph - Chair
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Lori Walsh, Human Resources Director
Paula Hood, Commission Clerk
Main Office: 530.889.4067
www.placer.ca.gov

MEMORANDUM

To: Civil Service Commission
From: Lori Walsh, Human Resources Director
By: Suzanne Holloway, Sr. Human Resources Analyst
Date: September 25, 2017
Subject: Community Development Resources Agency Reclassification Request

Recommendation

It is recommended the Civil Service Commission approve the reclassification of an Associate Civil Engineer PROF Grade 246 (\$7,606.68 - \$9245.98 monthly) to the classification of Senior Civil Engineer PROF Grade 258 (\$8,805.63 - \$10,703.33 monthly).

Background

At the request of the Engineering and Surveying division of the Community Development Resources Agency (CDRA), Human Resources (HR) conducted a classification review of an Associate Civil Engineer currently assigned to the Tahoe office. HR reviewed the Position Inventory Questionnaire (PIQ) completed by the incumbent, performed a desk audit and contacted the Director and Assistant Director of CDRA to clarify outstanding questions.

Basis for Recommendation

At the end of October 2016, a new CDRA Department Director was appointed as a result of the prior incumbent's retirement. Around the time of this transition, requests for more complex engineering services such as plan checks, zoning administration, and environmental reviews received in the Tahoe office were sent down to Auburn for processing by a Senior level Civil Engineer, and once completed, were then returned back to Tahoe for completion. This resulted in a need for additional time to send documents back and forth in order to complete and process assigned projects.

Prior to his departure, the outgoing department head had recommended that Tahoe specific engineering projects be re-centralized to the Tahoe basin office for completion in the interest of streamlining and improving current processes and maximizing resources and service levels for Tahoe. This recommendation was supported by both the CEO's

Office and the Board of Supervisors. Due to extensive development in Tahoe over the past eighteen months and the additional training required for Tahoe engineering staff, the implementation of this process improvement has been a gradual one with continued transition of assignments occurring last winter. It is anticipated that in the coming months higher level Environmental Impact Reports (EIRs) will completely transition up to Tahoe, making the Tahoe Engineering and Surveying division 100% fully functional for all Tahoe Basin projects.

Based on a review of the PIQ submitted by the incumbent, information obtained through the desk audit, discussions with management staff, and a comparison with the other comparable positions throughout the County, it was determined that the duties and tasks assigned to this position are now more consistent with duties assigned to the Senior Civil Engineer classification.

Typical duties assigned to a Senior Civil Engineer include providing high level engineering support such as planning, organizing, and directing professional engineering work related to the investigation, planning, design, construction, operations or maintenance of public infrastructure systems, projects and/or development, and the coordination of engineering functions with other County divisions, departments or outside agencies. It has been determined that the incumbent has been assigned the higher level duties and responsibilities assigned to the Senior level including, but not limited to:

- Provide supervision, leadership and direction to professional, technical and clerical staff; act as a resource in providing engineering assistance and services.
- Develop, recommend and implement division service goals and objectives; determine plan of action for increasing department efficiency and maximizing resources; establish schedules, performance methods and standards for engineering projects and practices; develop and implement policies and procedures.
- Plan, develop, oversee, review, approve and participate in engineering work assigned to Tahoe, including construction plans, plan checks and inspections, zoning administration, conditions of approval, and environmental document reviews.
- Implement process improvements and modifications; prepare various reports on operations, activities and projects.
- Represent the department at Planning Commission meetings and public hearings; make presentations and respond to questions on behalf of the County.
- Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for projects, equipment and staff; monitor and control expenditures.
- Develop, oversee and manage Tahoe construction inspection contract; track and approve expenditures; monitor and balance payments, ensuring projects remain within budget; oversee the work of consultant staff providing construction inspection services.

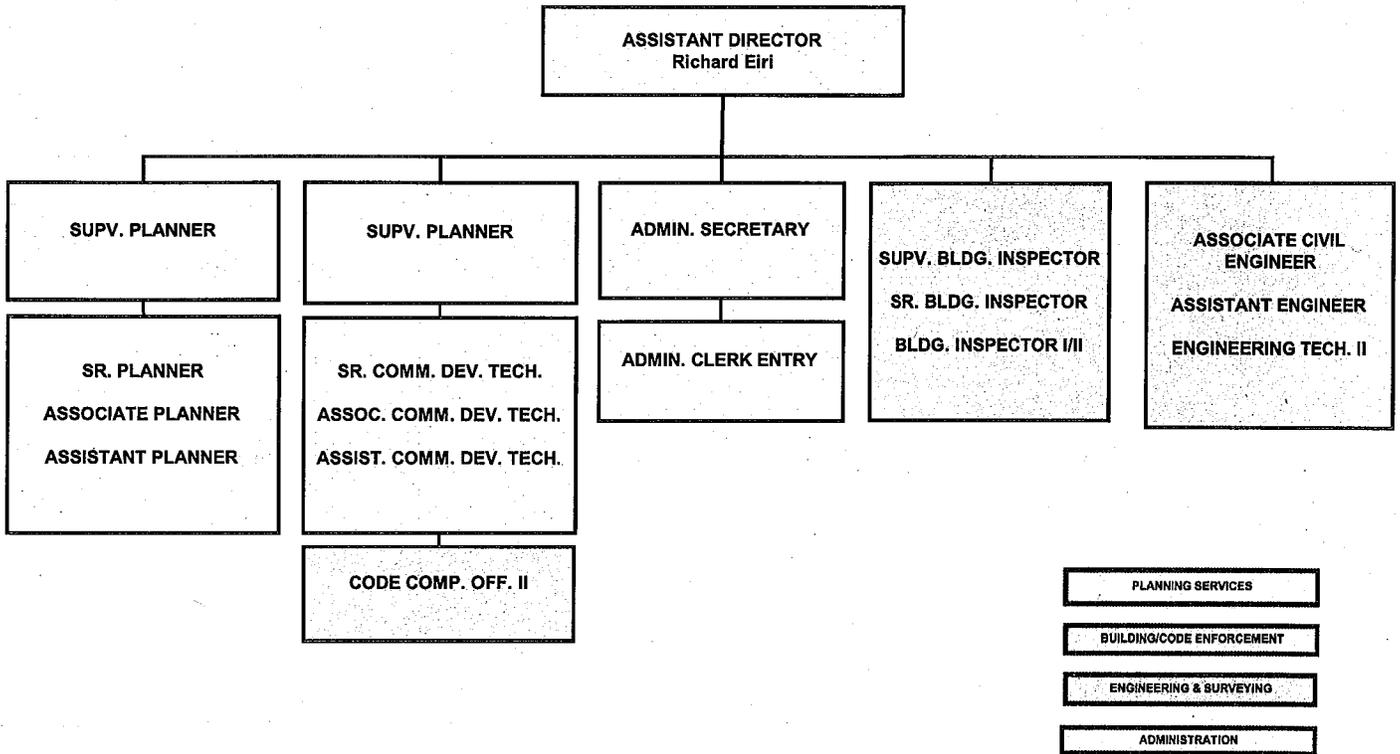
- Participate in the selection of staff; coordinate staff training; conduct performance evaluations; recommend discipline; implement discipline procedures as directed.
- Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.

Pursuant to County Code 3.08.520, the employee impacted by this reclassification has been notified of the recommendation and the action to move the request forward to the Civil Service Commission at today's date. It has been verified that this employee meets the minimum qualifications of the proposed classification and is currently in a reachable rank on the Senior Civil Engineer eligible list; therefore he would be certified and among those considered for appointment.

Attached for your review is the organizational chart for the Engineering & Surveying Division in Tahoe. The Business Agent for Local 39, County Executive Office, and CDRA Department concur with the recommendation described above.

Attachment – CDRA - Tahoe Organizational Chart

cc: Steve Pedretti, CDRA Director
Richard Eiri, Assistant CDRA Director
Dan Dottai, Engineering Manager
James Importante, Senior Management Analyst
Chad Fenstermacher, Budget Analyst



**MEMORANDUM
PERSONNEL DEPARTMENT
COUNTY OF PLACER**

To: Civil Service Commission
From: Lori Walsh, Personnel Director
By: Kathy Youngs, Senior Personnel Analyst *K Young*
Date: September 25, 2017
Subject: Request for Retroactive Work Out of Class Pay - CEO/ Clerk of the Board - Board of Supervisors Office

The CEO/Clerk of the Board – Board of Supervisors Office is requesting retroactive work out of class (WOC) pay for two employees, beginning January 1, 2017.

Background

The Human Resources (HR) Department is currently working with the CEO/Clerk of the Board – Board of Supervisors (COB/BOS) and Bryce Consulting to finalize a classification study for their department.

When conducting classification studies, if it is determined that an incumbent is performing duties higher than their allocated position, it is the practice for HR to recommend the incumbent begin to receive WOC pay at the beginning of the pay period following the determination.

After reviewing the position inventory questionnaires (PIQ's) submitted to HR and follow-up meetings with the incumbents, the consultant determined that two Administrative Secretary positions should be reclassified to the Executive Secretary classification. Based on the consultant's recommendation, the incumbents were placed in WOC assignments effective June 10, 2017.

The original scope of work requesting to begin the classification study for the COB/BOS was completed by CEO staff in November 2016. However, due to unforeseen CEO staffing changes, this study was put on hold. Approval to resume the classification study process was received in early March 2017.

The CEO is requesting that the WOC pay be effective retroactively to January 1, 2017, to mitigate impact to the employees while the study was placed on hold.

Attached is a memo from the CEO requesting the retroactive WOC pay for the two (2) employees.

September 25, 2017

Page 2

cc David Boesch, County Executive Officer
Teri Ivaldi, Chief of Staff
Gina Myren, Sr. Administrative Services Officer
James Britton, Placer Public Employees Organization

Attachment



MEMORANDUM

DATE: September 25, 2017

TO: Placer County Civil Service Commission

FROM: David Boesch, Placer County CEO
By: Teri Ivaldi, Chief of Staff

SUBJECT: Retroactive Salary Allocation

The purpose of this memorandum is to provide justification and request the Commission's approval of retroactive work out of class (WOC) pay to January 1, 2017 for two employees in the Board of Supervisors' Office.

The County of Placer contracted with Bryce Consulting to conduct a classification review of select positions, including two Administrative Secretary positions. The study process included the completion of position inventory questionnaires (PIQ's), individual consultant interviews with study participants and management staff, classification analysis based on the data collected, and a comparison to current classification specifications. As a result of this study process, the consultant made the recommendation that two Administrative Secretary positions be reclassified to the Executive Secretary level. Based on the consultant's recommendation, the incumbents were placed in WOC assignments effective June 10, 2017.

The original scope of work requesting to begin this classification study was completed by CEO staff on November 21, 2016. However, due to unforeseen CEO staffing changes, this study was put on hold. Approval to resume the classification study process was received in early March 2017.

Due to the fact that these two employees were provided, completed and submitted PIQ's in late 2016, and due to no fault of their own the classification study was put on hold for approximately three months, it is requested that their WOC pay be effective January 1, 2017.

Thank you for your consideration of this request.



MEMORANDUM

DATE: September 25, 2017
TO: Civil Service Commission
FROM: Lori Walsh, Director of Human Resources
SUBJECT: Work-Out-of-Class Pay

We have received the following departmental request(s) for work-out-of-class pay extensions. Listed below are the department(s), employee number(s), and time period(s) requested. The Human Resources Department has previously approved work-out-of-class pay and we are requesting the Civil Service Commission approve additional extension(s) as per Placer County Code 3.08.510 C.5.c. Supporting documentation has been attached to this memo.

<u>Department</u>	<u>Employee Number</u>	<u>Dates</u>	<u>Approximate</u>
County Executive	51234719	9/30/17 – 3/30/18	180 days
Clerk-Recorder-Elections	51234153	9/30/17 – 3/30/18	180 days
Human Resources	51231985	9/29/17-3/1/2018	180 days

Recommendation: It is recommended that the Civil Service Commission approve the above work-out-of-class pay extension(s) in recognition of the duties being performed.

CC: David Boesch, CEO
Ryan Ronco, Clerk Recorder-Registrar of Voters
Lori Walsh, Human Resources



TO: Lori Walsh, Human Resources Director
FROM: David Boesch, County Executive Officer
DATE: August 7, 2017
SUBJECT: Request for Work Out of Class (WOC) Pay

ACTION REQUESTED

Employee ID: Employee #51234719
Current Classification: Budget Analyst
WOC Classification: "In Recognition of Additional Duties"
Initial WOC Effective Date: 4/1/17, PP 22
Requested Extension Eff. Date: 9/30/17, PP 9
Expiration Date of WOC: 3/30/18

REASON FOR WOC

Fill Behind a: Leave of Absence Retirement Resignation WOC

Other: Peak Workload/Special Project Pending Reclassification / Reallocation
 Other : <Describe Here>

PLAN TO END TEMPORARY WOC

Request Submitted to Fill Vacancy Completion of Peak Workload / Special Project
 Return of Incumbent from LOA Other <Describe Here>

BACKGROUND

This Work Out of Class additional pay in recognition of duties is being requested for employee #51234719 because of additional duties and responsibilities taken on as part of his work on the Enterprise Replacement Project. The project to replace the financial system used by the county is complex and this employee has been assigned critical tasks. He is the lead for cost accounting which includes a significant number of business processes including: Priority based budgeting, capital projects, mandated programs, grants and activity based accounting. He will assist with the chart of accounts design, working with CEO/senior management on business requirements and integration with Workday and the budgeting software, Board. He will work with the team members to support business process reengineering and will perform testing for all cost accounting areas. This process includes developing test scripts and overseeing user acceptance testing. In addition, he will be an integral member of the team to develop functional requirements for all interfaces and reports.

RECOMMENDATION

Request for Work Out of Class (WOC) Pay

It is therefore recommended that this employee be approved to receive WOC pay. Consistent with the guidelines presented under the Placer County Code section 3.08.510, and the PPEO and PCDSA MOUs, additional compensation for WOC pay shall be no less than a minimum of five percent (5%) or exceed a maximum of fifteen percent (15%). The specific amount of the additional compensation will be determined by an analysis of the employee's current classification and the proposed WOC classification and in no case will exceed the amount the employee would receive if promoted to the WOC classification.

AUTHORITY

In line with the principle that an employee assigned higher level work or assigned to work in a position having discernibly higher job duties should receive higher pay, positions within the classified service may be eligible for WOC assignments. Individual employees may be certified by the Human Resources Department as being eligible for WOC pay when so assigned by the appointing authority or designee of that appointing authority (PCC sec. 3.08.510, PPEO and PCDSA MOUs).

PROVISIONS FOR WOC ASSIGNMENTS

- In consideration for the temporary nature of the WOC assignment and the fact that appointment has not been made to the WOC classification, the following guidelines apply:
 - For evaluation purposes, employee is rated in his or her current classification.
 - Evaluation rating periods are not impacted by WOC assignments.
 - Employee will continue to be eligible for merit increases as outlined in PCC section 3.04.650.
 - Employee will continue to accrue seniority in his/her regular position/classification.
 - Employee will continue to receive the benefit package associated with his/her regular position/classification.
- WOC compensation will not be considered or paid for assignments for two workdays or less or for training purposes.
- The department must notify the Human Resources Department when the WOC employee has a leave of absence that exceeds ten (10) working days since this will result in ending WOC compensation. The department must then notify Human Resources and submit the appropriate paperwork prior to continuing the employee in a WOC assignment upon his/her return from leave.
- Additional compensation for WOC shall be no less than a minimum of five percent (5%) or exceed a maximum of fifteen percent (15%). Salary amount will be rounded down to the nearest whole percentage as determined by Human Resources.
- Additional compensation will be reported as pensionable special compensation if it meets the criteria defined by CalPERS.
- While this WOC request is for a period of time not to exceed 180 days, it may end earlier as determined by the appointing authority.
- Employee is not to begin the WOC assignment until the Human Resources Department certifies the individual is eligible for WOC pay.
- The requesting department is responsible for sharing this WOC request and the provisions set forth for a WOC assignment with the employee.



TO: Lori Walsh, Human Resources Director
FROM: Ryan Ronco, Clerk-Recorder-Registrar of Voters
DATE: August 30, 2017
SUBJECT: Request for Work Out of Class (WOC) Pay

ACTION REQUESTED

Employee ID: 51234153
Current Classification: Recorder-Elections Technician, Journey
WOC Classification: Administrative Technician
Initial WOC Effective Date: April 10, 2017
Requested Extension Eff. Date: September 30, 2017
Expiration Date of WOC: March 30, 2017

REASON FOR WOC

Fill Behind a: Leave of Absence Retirement Resignation WOC

Other: Peak Workload/Special Project Pending Reclassification / Reallocation
 Other : <Describe Here>

PLAN TO END TEMPORARY WOC

Request Submitted to Fill Vacancy Completion of Peak Workload / Special Project
 Return of Incumbent from LOA Other: Fill once fiscal study is complete

BACKGROUND

The Office of Clerk-Recorder-Elections (CRE) is requesting to extend a 180-day work-out-of-class assignment because the current incumbent is working out of class as an Administrative Services Officer (ASO) due to a recent resignation. This employee is filling the Administrative Technician position that was left vacant when the incumbent starting working out of class as an ASO. Once the countywide fiscal study is complete, the office will request to permanently fill both positions through the competitive examination process, thus ending the work out of class.

This work-out-of-class is necessary to assure adequate knowledge and support for the office, specifically in the Administrative division. The employee will assist with reconciling the daily deposit, processing payroll, accounts payable, accounts receivable, process refunds, create journals, perform audits, reconcile the county credit card, balance the end of month, complete facility requests, and accept and manage Statement of Economic Interests Form 700, in addition to other daily administrative tasks.

Request for Work Out of Class (WOC) Pay

The employee is uniquely qualified to provide the assistance and direction this position requires due to her thorough understanding of the needs of the office and having over three years of experience working in the Elections division.

RECOMMENDATION

It is therefore recommended that this employee be approved to receive WOC pay. Consistent with the guidelines presented under the Placer County Code section 3.08.510, and the PPEO and PCDSA MOUs, additional compensation for WOC pay shall be no less than a minimum of five percent (5%) or exceed a maximum of fifteen percent (15%). The specific amount of the additional compensation will be determined by an analysis of the employee's current classification and the proposed WOC classification and in no case will exceed the amount the employee would receive if promoted to the WOC classification.

AUTHORITY

In line with the principle that an employee assigned higher level work or assigned to work in a position having discernibly higher job duties should receive higher pay, positions within the classified service may be eligible for WOC assignments. Individual employees may be certified by the Human Resources Department as being eligible for WOC pay when so assigned by the appointing authority or designee of that appointing authority (PCC sec. 3.08.510, PPEO and PCDSA MOUs).

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- The department must notify the Human Resources Department when the WOC employee has a leave of absence that exceeds ten (10) working days since this will result in ending WOC compensation. The department must then notify Human Resources and submit the appropriate paperwork prior to continuing the employee in a WOC assignment upon his/her return from leave.
- Additional compensation for WOC shall be no less than a minimum of five percent (5%) or exceed a maximum of fifteen percent (15%). Salary amount will be rounded down to the nearest whole percentage as determined by Human Resources.
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- While this WOC request is for a period of time not to exceed 180 days, it may end earlier as determined by the appointing authority.

Request for Work Out of Class (WOC) Pay

- Employee is not to begin the WOC assignment until the Human Resources Department certifies the individual is eligible for WOC pay.
- The requesting department is responsible for sharing this WOC request and the provisions set forth for a WOC assignment with the employee.



TO: Lori Walsh, Human Resources Director
FROM: Casey High, Senior Administrative Services Officer
DATE: September 11, 2017
SUBJECT: Request for Extension of Work Out of Class (WOC) Pay

ACTION REQUESTED

Employee ID: #51231985
Current Classification: Administrative Technician
WOC Classification: App Support Technician
Initial WOC Effective Date: April 1, 2017
Requested Extension Eff. Date: September 29, 2017
Expiration Date of WOC: March 1, 2018

REASON FOR WOC

Fill Behind a: Leave of Absence Retirement Resignation WOC

Other: Peak Workload/Special Project Pending Reclassification / Reallocation
 Other : <Describe Here>

PLAN TO END TEMPORARY WOC

Request Submitted to Fill Vacancy Completion of Peak Workload / Special Project
 Return of Incumbent from LOA Other <Describe Here>

BACKGROUND

The Auditor-Controller's Office and the Human Resource (HR) Department are engaged in the conversion of the county's financial and human resource/payroll systems to a new web-based system. The Enterprise Resource Planning (ERP) project will be tasked with converting over to the new system. This project will involve the participation of two full-time HR employees for an anticipated duration of two years. During this time, these positions will be dedicated to the project, working off site with the implementation team. This work out of class is needed to back-fill the information technology tasks and responsibilities while staff are engaged in the project. The duties performed are anticipated to be those of an Application Support Technician which include providing primary technical and functional assistance and support to users of the ACORN system. This position will support and train ACORN users in HR and will be the lead with preparing any modifications to the software, generating reports, and ensuring the integrity of the system's employment and benefit data. Requested is a work out of class extension approval for six months during which the position will be reviewed due to the anticipated additional duties and responsibilities that this position will be assuming that may warrant a change in classification.

Request for Work Out of Class (WOC) Pay

RECOMMENDATION

It is therefore recommended that this employee be approved to receive WOC pay. Consistent with the guidelines presented under the Placer County Code section 3.08.510, and the PPEO and PCDSA MOUs, additional compensation for WOC pay shall be no less than a minimum of five percent (5%) or exceed a maximum of fifteen percent (15%). The specific amount of the additional compensation will be determined by an analysis of the employee's current classification and the proposed WOC classification and in no case will exceed the amount the employee would receive if promoted to the WOC classification.

AUTHORITY

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- Additional compensation for WOC shall be no less than a minimum of five percent (5%) or exceed a maximum of fifteen percent (15%). Salary amount will be rounded down to the nearest whole percentage as determined by Human Resources.
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- The requesting department is responsible for sharing this WOC request and the provisions set forth for a WOC assignment with the employee.



MEMORANDUM

DATE: September 25, 2017
TO: Civil Service Commission
FROM: Lori Walsh, Human Resources Director
SUBJECT: Review of Merit Increases for Eligible Classified County Employees

During the closed session of your meeting, your Commission will review the performance evaluations of classified County employees pursuant to Government Code Section 54957. For those classified County employees determined to be eligible for a merit increase, the following motion is submitted for your consideration:

Motion to approve the classified merit awards set forth in the list dated September 25, 2017, pursuant to Section 3.04.650 of the County Code.